

Citizen Communication via Videoconferencing

City Council Resolution No. 20160804-054

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Summary

Council approved a resolution on August 4th, 2016 directing the City Manager and City Clerk to develop a plan for a three month pilot program to allow citizens at local district offices to participate in the General Citizen Communication portion of Council meetings using videoconferencing technology.

Council Directives

- Report back to Council no later than Sept. 1st with a plan for the pilot program
- Pending approval of the plan, report back to Council no later than Dec. 15th on the results of the pilot program and make recommendations to Council on requirements to implement the program more widely and on a regular basis

What this pilot covers...

- Regularly-scheduled City Council meetings
- General Citizen Communication
- District 6 local office

What this pilot does not cover...

- Citizen signups for anything other than General Citizen Communication
- Remote locations other than the District 6 local office
- Remote Council Meetings

Steps Taken to Date

- Setup pilot accounts, installed new camera in Chambers, and prepared iPad for remote use
- Continual internal testing with new equipment
- Memo to Council sent on Aug. 29th
- Working with District 6 staff, tested existing solutions from Chambers to the District 6 office on Sept. 2nd and 16th

Initial Findings

- Internet and wireless connectivity are crucial with this pilot setup
 - We have a backup plan in case of network issues at the remote location to ensure availability
- Video quality is standard for a webcam experience, but audio has been great
- Technical support is initially necessary, but the goal would be for it to be minimal

Next Steps

- Offer citizens the videoconferencing option from the District 6 office at next six regular City Council meetings starting Sept. 22nd
 - Sept. 22nd, Oct. 6th/13th/20th, Nov. 3rd/10th
- Develop and submit recommendations for Council by Dec. 15th
 - Present the results of the pilot and recommend actions that can be taken if expansion of the program is approved